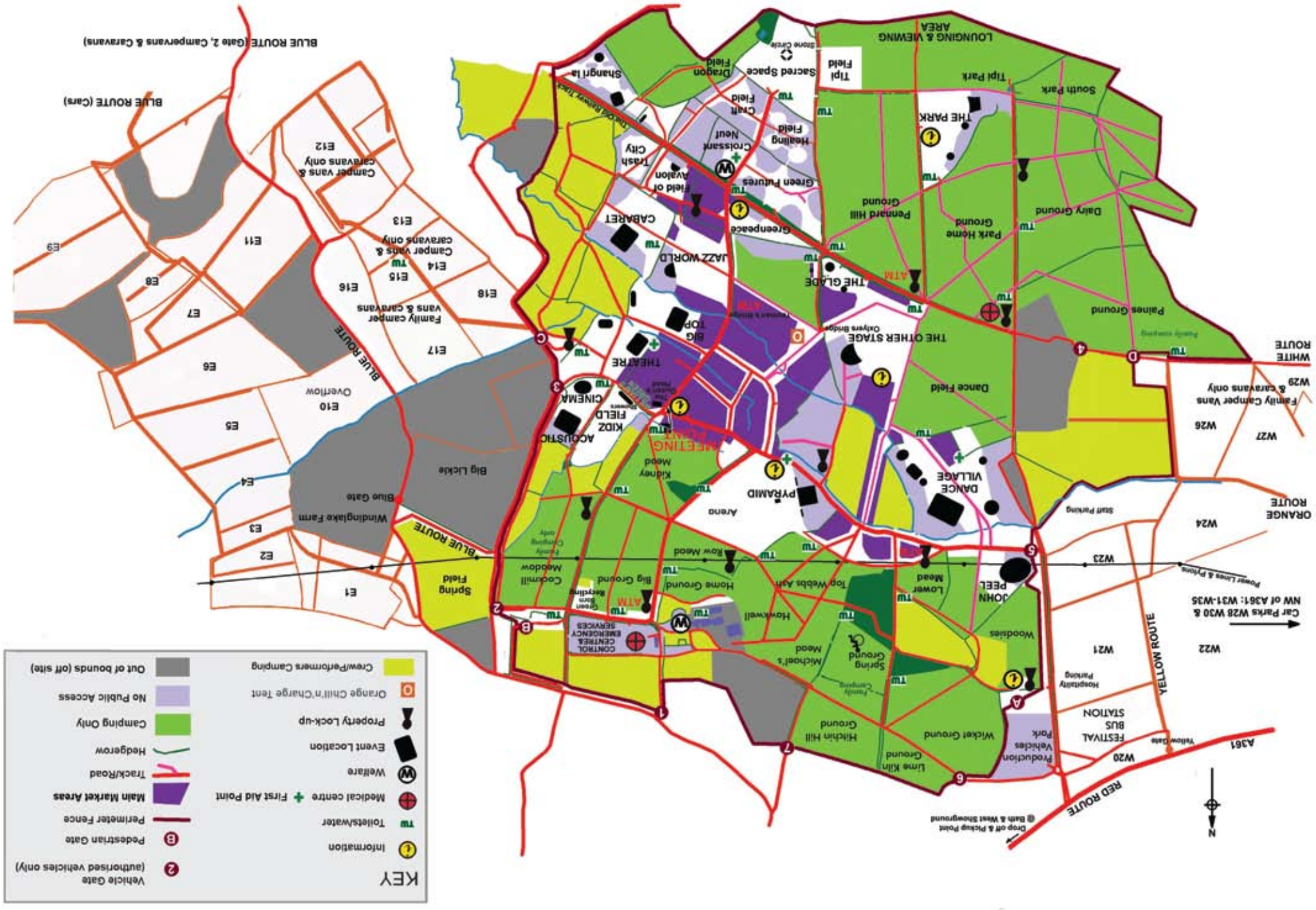

download your Glasto guru

with Orange GlastoNav you get artist information, festival alerts and an interactive map direct to your phone

to download, simply text GLASTO to 64446

orange

Available to all mobile networks. Handset compatibility may vary. Orange GlastoNav is free, but will cost about 50p to download depending on your tariff. All other services are free except 'broadcast and share' where data charges will apply.

If you're in a fit state to drive after 3 days at a festival, you probably didn't get your money's worth.

Direct services between 50 UK cities and all the major festivals.

Book online at nationalexpress.com/festivals

national express

The Last Word

Glastonbury Festival isn't only famous for music and mud, - we are known across the world as a green festival. Glastonbury continues to actively support the work of environmental and development charities - whose message becomes more urgent each year. Last year we all tried to leave the land as we found it, and this year we're going to go even further. We're going to get as close as we can to making this a zero waste festival, so tents and trainers and chairs don't end up in landfill sites or incinerators. Glastonbury has a big impact on all our lives, but it should have a small impact on the planet. 2009 is a huge year for the global environment, and Glastonbury can be one stop on the road to a better world.

So fill some bin bags, recycle what you can, don't pee in the hedge and let's have the greatest weekend of our lives.

working together
for a cleaner greener fairer glastonbury

Oxfam www.oxfam.org
GREENPEACE www.greenpeace.org
WaterAid www.wateraid.org

Enough advice already - have a wild and unforgettable time.

The Small Print Only food & alcohol for personal consumption can be brought into the site. Please don't bring any glass bottles. They are dangerous and will be confiscated. Do not bring anything that would cause unnecessary rubbish. You may be searched at the entrance for any items that may be used in an illegal or offensive manner - which will be confiscated. Persons suspected of carrying out illegal and/or offensive activities onsite may also be searched and face eviction. No portable laser equipment or pens are permitted. No animals (except registered guide dogs), sound systems, generators, sky lanterns or kites, unauthorised fireworks, or wax flares, large fires or burning of plastic will be allowed on site. Persons using fireworks will be evicted from site and materials confiscated. No unauthorised tape recorders, professional film or video equipment are allowed onsite. Cameras for personal use are welcome. Ticket holders consent to the filming and sound recording of themselves as part of the audience. CCTV will be used on site. Images will be monitored for the purposes of public safety, crowd management and crime prevention. For further information, contact Site Office, Worthy Farm, Pilton, BA4 4BY. The cost of the ticket includes camping (apart from Sunday tickets), musical and non-musical performances.

Printed on environmentally friendly paper.

orange

GLASTONBURY FESTIVAL 2009 of Contemporary Performing Arts 26-27-28 June

the fine guide

The Festival is open from 8.00 am, Wednesday, 24th June until 5.00pm, Monday 29th June.

Please do not come before 8.00am on Wednesday

www.glastonburyfestivals.co.uk

The 1,100-acre site at Worthy Farm is on the edge of Pilton village, off the A361 between Shepton Mallet and Glastonbury. It's a hilly, dairy farm with rough tracks and uneven walkways which can be difficult to get about on, particularly in bad weather, or if you are carrying an injury.

This guide will help you make the most of the Festival experience – and avoid potential pitfalls. And whether you're an old hand or a festival virgin there's even more useful stuff on the official website at www.glastonburyfestivals.co.uk.

Getting ready

Everyone's got their own idea of what to bring to Glastonbury but, when packing, remember, less is best. Help us by only bringing essentials – and taking them all away with you when you leave. Gazebos take up other people's camping space and usually get trashed – please don't bring one.

Love the Farm
LEAVE NO TRACE

- Don't forget your ticket – you'll need to show it at the turnstiles to get in.
- Only bring what you can afford to lose. There is no way you can make a tent secure.
- Remember when packing that glass is not allowed on site
  You will have to carry all your stuff some distance - so travel light.
  Everything you need can be bought on site.
- Bring warm & waterproof clothing, (ponchos are lightweight and a great way to keep dry) a pair of decent walking shoes/boots, plenty of dry socks to change into if your feet get wet, sun-cream, wet wipes and a torch to help you to manage the uneven tracks and avoid those tricky guy-ropes at night.
- You can eat really well and cheaply on site. Ditch the food & cooking equipment.
- Only bring the bank cards you need for the ATMs on site, and leave a note of their numbers at home to make cancellation easier, if they get lost. Only carry a small amount of cash.
- Only bring the keys that you are likely to be using, in case they get lost. Make a note of your mobile phone's unique IMEI number (which can be found by pressing * # 06 #.) It really helps to quote that when reporting a lost phone.
- Tickets are non-refundable, and cannot be transferred to another name, so if you are concerned you may be unable to attend the Festival, you may wish to insure your ticket.
- Remember to bring your vital medications and keep them with you.
- Please don't bring your own sound system - the Festival has music pretty well covered. The campsites are patrolled for rogue systems, which will be confiscated.

Getting there

- Travelling by public transport saves you money, reduces pollution, is stress-free, sociable and helps you to beat the queues. Seriously consider leaving your car at home. Please!!
- Gates open from 8.00am Wednesday 24th June. Please don't come before then as you are likely to be moved on by local police.
- The last part of the journey can be the longest – be ready for queues and bring plenty of water and make use of the loo before you get close to the Festival.
- Look after you ticket, they're like gold-dust. In the past there have been thefts of tickets at motorway services some distance from the Festival.
- Avoid driving through Pilton village - please respect local residents' land and property, and don't trespass or maraud in the village.
- If you use Satnav, coming from Glastonbury town and the M5 the postcode of the west carparks is BA6 8NE, and from the A303/ A37 the postcode of the east carparks is BA4 6TA. When you get close to the site follow the car park signs and the directions of stewards.
- Last minute booze-buying in Pilton isn't a starter - neither the village shop nor the pub sell takeaways.

Getting in

- Get friends' tickets to them before they leave for the Festival; it is utterly impossible to meet at the gates. If you have to meet up, do it at least 5 miles away from the Festival.
- Be prepared to show your ticket for inspection at car park entrances or when catching public transport or the shuttle bus, BUT do not give your ticket to anyone, even if they look like stewards, until you reach the tent in front of the turnstiles where they check your ticket photo. Do not leave the turnstile until the gate steward has wristbanded you - and make sure that your wristband is firmly secured.
- Keep your ticket safe even once you are on site, otherwise you will not be able to re-enter the Festival if you leave. And that includes going to and from car parks and the caravan and campervan fields. Follow the directions of the gate stewards about passouts. On returning, there are dedicated lanes at each gate for festival goers who have already been on site - separate from those arriving for the first time, so make sure you are in the right lane.

The souvenir programme is free with your ticket – pick it up when you enter, along with the handy Guardian Guide.

Children

- Children aged 12 and under have free entry if accompanied by an adult.
- Campsite Stewards will direct you to quieter or less dense places to camp. There are three Family Camping Fields, one on the west by PGD, one by Disabled Camping and one near the Kidz Field.

Making camp

- Some camping fields are very busy and fill up quickly. If you want quiet – to sleep - stewards at the gates will advise you where to go. There is usually more camping space to the west of the site near the Park. If a field is full, stewards will direct you to an alternative camp site.
- Note where you camp in relation to a numbered Fire Point or other fixed point or mark your camp with a flag. It can be a nightmare to find your tent without a recognisable landmark.
- Say hello to your neighbours to build a community feeling and provide greater security. Look after each other and if someone is feeling ill, get help.
- Remember that tents are very vulnerable, even zipped up. Padlocks scream "I have something worth nicking in here".
- Thieving gits will find it harder if you take some basic precautions. Postcode your valuables. UV pens are available at Property Lock-ups. Be inventive about hiding your money – spread it around. Some people put money and mobile phones in their wellies whilst walking around -just be careful if you get stuck in the mud!

Property Lock-ups

If you're worried about something being stolen, don't leave it in your tent. Essential valuables can be left at the free 24-hour Property Lock-ups which are prominent around the site.. They are marked on Festival maps with the keyhole logo.

If you are unfortunate enough to be a victim of crime, report it to the Police HQ where you can get a crime record for insurance purposes. If you have information about a crime, call Crimestoppers on 0800 555111.

Light my fire

Most nights are marked by spectacular fires shows in the Circus Field – check out the human catherine wheels this year. Hopefully nothing else will go up in flames at the Festival!

- Candles are dangerous and useless in a field; use torches in and around tents.
- Only buy wax flares from authorised festival traders – check their accreditation.
- Light fires away from tents, using the wood supplied – never from hedges and trees.
- Don't dig holes. A cow with a broken leg wouldn't thank you - if it could speak!
- Watch out for flying embers and sparks – they can start a fire even from distance.
- Don't burn plastic, please. Quite apart from anything else it stinks.
- NEVER use petrol or paraffin to start or revive a fire.
- Camping stalls will provide and change camping gas for you. If you change them, always do it outside tents – even if it is raining – and ensure the gas tap is in the 'off' position, otherwise the gas will ignite when the cylinder is pierced and you could get badly burned.
- If you cook, do it outside. Campsite wardens & security teams look out for fires, accidents and risky situations. The legislation about not smoking inside in public places applies in tented venues on site - just as much as it does in your favourite club.

Should you discover a fire, raise the alarm, check out people nearby are OK, and tell your nearest campsite warden about the problem. Immediately!

Show me the money

- The five NatWest Cash Machines near the farmhouse are open 24 hours a day from Wednesday 3 pm to Monday 12 noon, accepting all major debit and credit cards. The Bank does not charge for their cash machine services.
- 24-hour ATMs are also situated in the Pennard Hill campsite, near the John Peel Stage, and on the walkway between the Jazz World Stage and the Other Stage. These make a small transaction charge of £2.
- Get cash with a friend for company and security – and expect to queue.

3000's a crowd

As people move between the stages, particularly in bad weather conditions, gridlock can occur. If a swelling crowd develops, avoid adding to it. Chill, sit down, relax, and listen for announcements offering alternative routes. Be patient! Glastonbury is an unhurried experience.

Getting around

- The Festival covers a massive 1,100 acres. Not counting endless distractions, or carrying baggage, it takes at least an hour to walk across the site. If it is muddy, or you are carrying an injury, it will take even longer. And that's in daylight and sober.
- Disorientation easily sets in – not only in children. The surroundings change dramatically after sunset, when more tents arrive and crowds gather.
- Arrange to meet friends at the Meeting Point or a quiet place – it's impossible to meet at one of the main stages. 'Time' becomes a vague concept at the Festival. Be prepared to wait.

Getting in touch

- Use your mobile phone to keep in touch with friends – and keep that phone safe. Think of the hassle you would have if you lost it, or it was stolen. Look after it.
- Mobile phone providers have transmitters on site to meet the demand.
  The Orange Chill'n'Charge tent can recharge most phones whatever network you are on, and will help customers with any questions.

Information Points

- Information Points bulge with things you didn't realise you needed to know. They can give you directions, maps, transport details, local town and Festival information. They will post cards home, take in lost property, offer help and support, handle complaints/compliments, provide recharging for disabled peoples' wheelchairs, toilet rolls, recycling bags, suncream and condoms – and all of that is free!
- You can buy programmes and they offer an electronic mobile phone credit top-up.
- If you get lost, or lose track of your friends, try leaving a message at any (or all) of the six Information Points, and/or with Worthy FM (87.7 FM). The Information Point beside the Meeting Point offers a 24 hour service.
- The only public payphones are at Information Points
- The free 'Q Daily' can be picked up at any Information Point, Friday to Sunday. From 8.00am on Monday, Information Points sell the souvenir 'Q Glastonbury: The Ultimate Review' for £3.00. It is also available on Monday morning at the exits from the site.

Looking after number one

The moment you enter the Festival site, you do not become an indestructible being, capable of anything. So look after yourself, don't overdo it and, most importantly, look out for others.

- Without wanting to sound like your mum, please wash your hands regularly. There is more chance of catching an infection in a field than at home.
- The Festival takes place on uneven farmland, with stone tacks and metal trakways. Take care, especially at night – you can't dance with a twisted ankle. Strong shoes for walking may not be fashionable, but are necessary – just as a torch is after dark.
- Please do not climb any trees on site – it's dangerous and may damage the tree.
- There's lots of traffic on site. Give farm vehicles and trucks plenty of space to pass and don't ride on vehicles.
- Illegal drugs are no more legal on site, than off. There will be police on site. The Festival is not a good time to experiment with drugs. The crowds, the noise and the sheer size of the place are likely to make any bad reaction much, much worse.
- Take a water bottle with you, especially when the sun is shining. You can fill it for free from tap points dotted around the Festival site. Don't risk overheating and dehydration.
- Drunkenness is, at best, annoying and antisocial. Drug/alcohol cocktails can be lethal.
- Prolonged exposure to high volume noise can cause severe hearing damage. Serious sunstroke, sunburn or cancer can be caused by the sun on unprotected skin.
- You risk pregnancy and/or infection from unprotected sex.
- Bar staff will ask for proof of age whenever a customer appears to be under 18 – so if you think there is a chance you may be asked, best bring some photo ID. It's down to you to prove you are over 18. Antisocial and illegal behaviour will not be tolerated: ejection, possibly by the police, without return, will be the outcome.

Medical & Welfare

- There are two Medical Centres, a pharmacy and two Welfare Centres – check out the map.
- The Welfare Centres provide experienced, caring and confidential help for all kinds of practical and personal problems, as well as dealing with lost & found property.
- Lost children are cared for in the Kidz Fields until 8pm daily, after which they are taken to Wagonshed Welfare, next to the farmhouse.
- Green Fields offer a variety of alternative therapies.

Getting to Glastonbury

By Bus

- See Tickets sell coach tickets – glastonbury@seetickets.com or 0844 412 4626.
- National Express will be providing dedicated services direct to the Glastonbury festival site from over 50 destinations in the UK. To book your guaranteed seat, click www.nationalexpress.com/glastonbury call 08717 81 81 81 (£1 telephone booking fee applies) or visit any National Express outlet. Tickets will be checked on boarding and travellers without tickets will be expelled from coaches well away from the site.
- There are no local service buses running directly to the site.
- National Express have a service from Bristol Bus Station at only £19 return. It is best to pre book on the National Express web site or call their ticket line, otherwise you may face delays if too many turn up on the day.
- The Festival will run a bus service from Glastonbury town to the site on Wednesday and Thursday between 0700-2200, on Friday, Saturday and Sunday between 0700-0200 and on Monday between 0600-1900. The charge will be £3 single. (This price covers costs only and the service is non profit-making.)

By Rail

- There are extra trains to Castle Cary station from where Festival ticket holders can catch the free coach shuttle to the Festival Bus Station. There will be no service buses from Bath rail station.
- The free coach shuttle runs from Castle Cary Station from Wednesday morning to Monday evening, stopping overnight when trains are not running.
- The Festival is operating a service from Bristol Temple Meads railway station. It runs on Wednesday, Thursday and Friday 1000-1900 for £12 single and a return service on Sunday 12 noon to 2100 (to connect with last train) and Monday 0600 to 1900 again for £12 single.
- Visit www.firstgreatwestern.co.uk or www.thetrainline.com
- Train services are explained by National Rail Enquiries on 08457 484950.

By Road

- You will not get near the Festival without your vehicle routing sticker or car parking pass. Get it where you bought your ticket, quoting your reference number or postcode. Put the sticker on the windscreen well before you reach the Festival site. It costs £10 to park your car or £65 for a campervan/caravan.
- Hook up with others travelling to the Festival. Reduce congestion and pollution.
- Check out the car-sharing website www.liftshare.com
- Plan your journeys in advance – could save you hours. Remember – tiredness kills!
- The worst time to arrive by car is between 12 noon and 6pm on either Wednesday and Thursday. Best to plan to arrive either earlier or later in the day.
- The worst time to leave by car is on Monday between 9am and 5pm when there can be long delays of between 7 and 9 hours to leave the car parks. Beat the queues by leaving between 2am and 7am on Monday morning – if you can get up!!! The Festival is doing everything possible to reduce queuing but there is only so much capacity on the roads. If you need to be anywhere on Monday make sure you leave early – and ensure you have plenty of water and food as you queue.
- Make sure you are OK to drive. Drug driving is not a safe trip. When did you last have a drink? You see more police around the site than you do for the rest of the year. Do not risk it! Wait until you are OK - you know it makes sense.

Entrances

- There are four main entrances for cars, depending upon where you are coming from. Follow the P signs to get to the nearest available parking spaces
- If you have a choice, use the Blue Route (approach from the A303, then the A37), where there is more parking space and less of a queue to get in and out of the site.

Car Parks

- The Festival car parks are all ticket-only with no alternative car parking nearby. The car parks just outside the security fence are vast, so each field is numbered to help you remember where your car is parked.
- If you arrive on site, and your car needs attention, deal with it early so it will be ready when you need to leave. On Monday all recovery services are very busy. Make use of the RAC Festival rate of £50 (limited Recovery) call on 07902 906 413.
- Using unofficial car-parking threatens the future of the Festival.
- Absolutely no sleeping, camping or fires are allowed in the car parks.
- Don't park on verges or in gateways or private roads - you will be towed away by the Police, incurring expense and great inconvenience.
- Avoid leaving your car unlocked as you either load or unload, and leave nothing visible inside (even food and drink).
- Leave the glove compartment open and conspicuously empty. Don't invite car crime.
- On the Monday, the east car parks, which empty onto the Blue route, normally move much more quickly than the west car park which empty onto A361 through Glastonbury, and often have several hours of delays.
- Lost your car keys? There is a locksmith in the compound by Yellow Gate. There is a free, secure compound for motorbikes and pushbikes at Red Gate.

Campervans/Caravans

Caravans, trailer tents and campervans are only admitted to special secure fields along Blue Route (off the A37) with overflow facility on the Orange route for a few. The website www.glastonburyfestivals.co.uk has a section under "Information" explaining which vehicles can use these fields and how to get access to them.

Drop-off, pick-up point

The drop and collect point will be signed, so follow the signs and miss the traffic jams on the way in and out. A free bus service will take you to and from the drop and collect point 24 hours a day direct to the Festival bus station next to Gate A. Get dropped off here to save walking miles or getting run over in the dark, and so you know where to get picked up from. Be aware local roads will be closed off on Monday for traffic leaving the Festival. Those picking you up will not be able to get near to the site, so please use the drop and collect point - it makes sense.

Directions to Car Parks

From London: M3 then A303 and A37. (Sat Nav BA4 6TA)
From the North East: A1 or M1, M25 to M3 (Junction 12), then A303 and A37. (Sat Nav BA4 6TA)
From the Midlands: Preferably M40 and A34 to A303 and A37. (Sat Nav BA4 6TA)
From the North West: M6, M5 to A39 (Junction 23) then A361. (Sat Nav BA6 8NE)
From Wales: M4, M5 to A39 (as above) (Sat Nav BA6 8NE)
From the West Country: A37 or A361(Sat Nav BA4 6TA) Traffic News
Check out the Festival website to use the police hotlink on the latest travel situation. Once within range (about 25 miles) tune into Worthy FM on 87.7 FM – it's good for traffic news both when you arrive and when you leave - and listen in to the morning show each day to find out what is happening on site.

By Foot

Make yourself visible when walking along public roads in the dark. Wear something bright! Try not to walk to the site - get dropped at the drop and collect point.

Disabled access

- People with disabilities should follow the signs to Yellow Gate, off the A361, adjacent to Red (Main) Gate. Please display your national blue disabled sticker on your vehicle when you near the Festival site.
- There is dedicated parking for people with disabilities, as well as a stewarded camping area, with transport between the two. If you end up in other car parks ask the marshals to check if there is space in the reserve area, and to direct you.
- Due to the high demand, disabled facilities are only available to those who are registered disabled. Access to the campsite is only guaranteed by prior application – this includes campervan and caravan access for people with disabilities.
- If you require details of facilities for the disabled, please call 01749 899654 or email disabledenquiries@glastonburyfestivals.co.uk